

# Enterprise Incident Report April 2011

As of 5/2/2011

## Community and Culture

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Community and Culture	70	2	72
	20	0	20
Customer Company Total	70 20	2 0	72 20

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Community and Culture	70	2	72
	13	0	13
Customer Company Total	70	2	72
	13	0	13

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	Low	Medium	ATTIR Total
Community and Culture	70 1.06	2 0.08	72 1.03
Customer Company Total	70 1.06	2 0.08	72 1.03

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Community and Culture	70	2	72
	16	0	16
Customer Company Total	70	2	72
	16	0	16

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Community and Culture	70 4.85	2 1.59	72 4.76
Customer Company Total	70 4.85	2 1.59	72 4.76

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### Detail

<b>INC000000257310</b>	Ronald Van Harten Purchasing Support	PC/Laptop Kathy Kirtz	Hardware Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.82 4.85
<b>INC000000279074</b>	Jinnie Edgar Metro B Desktop Support	Application Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.59 10.12
<b>INC000000285129</b>	Justin Hudspeth Metro B Hosting	Application Cordell Measells	Error Community and Culture	Adobe Dreamweaver Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.92
<b>INC000000287202</b>	Lynnette Hiskey Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 3.81
<b>INC000000287717</b>	Linda Roholt Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 23.76
<b>INC000000289294</b>	Janice Reed-Campbell Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
<b>INC000000289331</b>	Cory Jensen Metro B Hosting	None Paul Engberson	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.18
<b>INC000000289391</b>	Jimmy Glenn Metro B Help Desk	Mobile Devices Val Shepherd	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.27
<b>INC000000289396</b>	Jean Irwin Metro B Desktop Support	Network Cindy Reed	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.02
<b>INC000000289400</b>	Alycia Aldrich Metro B Desktop Support	PC/Laptop Cindy Reed	Error Community and Culture	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.01
<b>INC000000289401</b>	Lynnette Hiskey Metro B Desktop Support	Network Cindy Reed	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.41 14.10
<b>INC000000289642</b>	Kathy Kirtz Campus Networking	EIS Hardware Jordy Davis	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.19
<b>INC000000289709</b>	Glenn McMurtrey Metro A Desktop Support	PC/Laptop Burton Brown	Performance Community and Culture	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
<b>INC000000289893</b>	Lora Rees Application Support	Application Yong Hui No	Password Community and Culture	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 2.16
<b>INC000000289962</b>	Lisa F Nelson Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000290346</b>	Paula Stuart Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16

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<b>INC000000290453</b>	Barbara Murphy Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000290488</b>	Craig Fuller Technical Lead/Project Manager	Server Bart Purser	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.85 7.25
<b>INC000000290522</b>	Sara Wever Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.04 4.36
<b>INC000000290622</b>	Arie Leeflang Application Services	Application Tony Larsen	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.20 70.00
<b>INC000000290686</b>	Lisa F Nelson Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 5.81
<b>INC000000290839</b>	Jeffery Fullmer Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
<b>INC000000290966</b>	Doug Misner Metro B Hosting	Application Paul Engberson	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.65 2.65
<b>INC000000290967</b>	Doug Misner Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000291474</b>	Craig Neilson Help Desk	None James Stearns	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
<b>INC000000291519</b>	Matthew Turner Metro A Desktop Support	PC/Laptop Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.83 6.83
<b>INC000000293502</b>	Jill Mecham Metro B Help Desk	Application Val Shepherd	Error Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
<b>INC000000293657</b>	Kimberley Schmeling Metro A Desktop Support	Network Burton Brown	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000294277</b>	Diana Walker Metro B Help Desk	Network Val Shepherd	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000294389</b>	Cory Jensen Metro B Desktop Support	EIS Hardware Michael Barth	PC/Laptop Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 59.83
<b>INC000000294501</b>	Kathy Kirtz Help Desk	Mobile Devices Sarah Johnson	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 1.12
<b>INC000000294507</b>	Kathy Kirtz Application Services	Mobile Devices Dustin Crump	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.24 8.14
<b>INC000000294668</b>	Jill Mecham Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000294673</b>	Ashley Tolman	Application	Password	None		TIR Missed: No	TIR: 0.31
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.33
<b>INC000000294781</b>	Roxann Rose	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.15
<b>INC000000295427</b>	Sharon Chalmers	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.92
<b>INC000000295643</b>	Diana Walker	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000295858</b>	Roxann Rose	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.01
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 8.61
<b>INC000000295924</b>	Lynnette Hiskey	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.36
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.39
<b>INC000000296398</b>	Jean Irwin	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.35
<b>INC000000296626</b>	Debbie Reese	Application	None	None		TIR Missed: Yes	TIR: 1.43
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.77
<b>INC000000296857</b>	Laura Durham	None	None	None		TIR Missed: Yes	TIR: 2.58
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.58
<b>INC000000297424</b>	Susan Hayward	None	None	None		TIR Missed: No	TIR: 0.00
	Application Services	Danielle Hood	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000297745</b>	Diana Walker	Application	None	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.04
<b>INC000000297949</b>	Laura Garcia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000299258</b>	Carol Edison	Application	Reporting	Microsoft Word		TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.52
<b>INC000000299448</b>	Sarah Pitkin	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.11
	Voice Operations	Annette Nielsen	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.61
<b>INC000000299722</b>	Stephanie Bourdeaux	Network	None	None		TIR Missed: Yes	TIR: 8.43
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 8.43
<b>INC000000300083</b>	Kathy Kirtz	Mobile Devices	None	None		TIR Missed: No	TIR: 0.19
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.28
<b>INC000000300159</b>	Lisa F Nelson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00



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<b>INC000000300548</b>	Kathy Kirtz	Mobile Devices	None	Droid		TIR Missed: No	TIR: 0.60
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.09
<b>INC000000300661</b>	Keith Heaton	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.03
<b>INC000000300844</b>	Cheryl Mansen	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.65
<b>INC000000301077</b>	Susan Hayward	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.22
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.28
<b>INC000000301471</b>	Marianne Wilson	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000301782</b>	Paula Stuart	Application	Error	None		TIR Missed: No	TIR: 0.38
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 9.52
<b>INC000000301870</b>	Mary Ellen Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 8.64
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 8.64
<b>INC000000301942</b>	David Fleischer	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: Yes	TIR: 11.94
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 12.01
<b>INC000000301946</b>	Vicki Smith	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000302143</b>	Lisa F Nelson	Application	None	None		TIR Missed: No	TIR: 0.44
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 5.76
<b>INC000000302631</b>	Scott Brooks	Network	None	None		TIR Missed: No	TIR: 0.20
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.72
<b>INC000000302960</b>	Chris Frederickson	Application	None	Microsoft PowerPoint		TIR Missed: No	TIR: 0.89
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.89
<b>INC000000303112</b>	Lila Abersold	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000303181</b>	Jill Mecham	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000303287</b>	Amanda McDonald	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.48
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.54
<b>INC000000303288</b>	Katherine Smith	Application	Error	Contribute		TIR Missed: Yes	TIR: 6.90
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 6.90
<b>INC000000303560</b>	Jeffery Fullmer	Network	Incident	None		TIR Missed: No	TIR: 0.33
	Network Operations	Jack Bridwell	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.54

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<b>INC000000303771</b>	Nelson Knight Metro B Help Desk	Application Val Shepherd	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000303955</b>	Amy Bridan Metro A Desktop Support	PC/Laptop Mike Wilde	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.37 6.37
<b>INC000000304777</b>	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 4.12
<b>INC000000304942</b>	Sara Wever Purchasing Support	Print/Copy/Scan/Fax Kathy Kirtz	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 2.98
<b>INC000000305137</b>	Sarah Pitkin Application Support	Application Michael Brown	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 1.81